

## NordREG status report to EMG on the Nordic End-User project

September 2014

This status report briefly describes the ongoing and completed NordREG activities in the Nordic End-User project from July 2013 until August 2014.

### Ongoing and completed tasks from July 2013 to August 2014

#### Common Nordic Metering Methods

The report maps the national situation in the Nordic countries regarding smart metering. There are initiatives in all four countries that aim at having smart meters for their customers. The report recommends that automatic meter reading should be implemented in all four countries, the meter should be capable of registering energy usage at least on an hourly basis and that the meter reading should be done daily.

#### Framework for a harmonised model for moving

The report contains time frames, messages and responsibilities for customer moving in or out processes. The moving process relates to the communication between market players such as suppliers and DSO/national point of information<sup>1</sup>.

There are still elements that could not be harmonised at this stage. One challenge during the project has been the fact that the countries' information exchange for business processes differs. Further harmonisation of the moving as well as other processes will be possible but a condition is that the national decisions and legislations behind them are harmonised to such a degree that it makes a harmonisation of the moving and other processes possible.

The industrial members in the Input Team have contributed to the work by describing the moving process with use case<sup>2</sup>. The use cases describe the most common practical situations that occur when a customer moves. These use cases are not a part of the "Moving report" but will be used in discussion with the industry when planning the continuation of the technical work (Task 1.6 below).

From NordREG work programme 2014

#### *Task 1.1: Status report to EMG*

This status report.

#### *Task 1.2: Roadmap update and national implementation monitoring*

The report "NordREG's work towards a harmonised Nordic retail market –Road map update and national implementation monitoring" includes an update of the structure and new chapters. The road map contains three main parts; Nordic retail market in an European context and approach to market design, description of work done 2011 to 2014, and a status of the ongoing national implementation of issued recommendations.

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<sup>1</sup> National point of information can be an information exchange system such as the Danish or Norwegian HUB

<sup>2</sup> Use cases: A use-case is a list of steps, typically defining interactions between a role (an "actor") and a system of participants, to achieve a goal (for instance a move). The purpose of that document is to support the main NordREG moving report and to provide guidelines for how specific situations (18 cases) that occur in the moving process are expected to be handled in the future Nordic harmonised end-user market.

The work completed in the time period from 2011 to 2014 can be summarised in four main areas:

1. Recommendations concerning a mandatory combined billing regime
2. Harmonised framework for the business processes supplier switch and customer move
3. Information exchange and metering
4. Recommendations regarding customer interface

The national status view shows that a lot is happening in each member country. The national implementation of recommendations is in progress in the Nordic area. However, the achieved level of implementation varies between countries due to differences in the priorities and speed. The creation of a modern information exchange system is a key question in order to realise most of the recommendations made.

*Task 1.3: Harmonised rules for information exchange (technical level)<sup>3</sup> and Task 1.6: Continuation of the technical work after the BRS report<sup>4</sup>*

The final version of the consultant study “Business Requirement Specification for a Harmonised Nordic Retail Market -Business processes, message format, content and interface” was published on the 23<sup>rd</sup> June 2014. This report proposes a technical solution for a data exchange system. There are two core parts in the report; a business requirement view, describing the needed data exchange processes, and a business entity view, describing the content of electronic documents that will be exchanged between market players.

There are some information elements in the report that could not be harmonised due to individual countries’ national legislation and market rules. The consultant suggests that the Nordic regulators look into possibilities to harmonise these differences. The consultant also suggests that further technical work can be done in following areas:

1. A Nordic technical handbook
2. Maintenance of documents such as XML schemas
3. Use-cases from the industry

NordREG recognises the importance of continuing the technical work and has, in a note published on the 24<sup>th</sup> of June suggested that the stakeholders better suited for the tasks, as the TSOs and the industry, should continue the work. NordREG has invited the TSOs and the industry to discuss how the tasks can be organised in the best possible way. The discussion will start in early autumn 2014. The duration of these tasks will vary and they will commence as soon as the way forward with TSOs and the industry has been agreed on. These tasks will most likely be finalised in 2015. Therefore, there is a need to prepare for a prolonged deadline of the existing project.

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<sup>3</sup> EDISYS consulting, 2014, Information exchange –Business requirements for a harmonized Nordic retail market

<sup>4</sup> NordREG, 24 June 2014, Task 1.6: Note on Continuation of the technical work after the BRS report

*Task 1.4: A mapping of the parts of supplier switching and moving processes which are not harmonised*

NordREG has made a mapping/list of areas still not harmonised in the switching<sup>5</sup> and moving<sup>6</sup> reports. NordREG concludes that there are a few details left to be harmonised. The results from the mapping will be used in NordREG future work plan.

*Task 1.5: Mapping of other relevant processes for suppliers entering new markets*

During the spring 2014 a consultant was assigned to investigate entry barriers for suppliers and energy service providers, and the challenges they face when establishing their operations, in addition to when operating their day to day business. The work is planned to be published in the end of 2014. The results from this study will provide important input to the NordREG's future work plans.

*Task 1.7: Planning the work beyond 2014*

In the autumn 2014 the Retail market working group started to plan for the next four years of harmonisation. The work relates to the task 1.7 "Planning the work beyond 2014". The report will contain work areas, tasks, high-level project plan, project organisation and a budget for the next four years.

A workshop was held on the 25<sup>th</sup> of June in order to gather input from stakeholders. There were 33 participants present and ten to fifteen participants followed the meeting online. NordREG received a lot of useful information that will be a part of the plan for the future work. Main messages from the workshop are as follows:

- NordREG has an important role for the development of the market, both national, Nordic and on in Europe and should be continued. However, NordREG should work harder to promote the results on the European level.
- The harmonised Nordic market should be a frontrunner of the markets in the European countries.
- The objectives used in the project period 2011 to 2014 are relevant also for the future but they can be elaborated.
- Steering and coordination should be strengthened.

The stakeholder also stressed the importance of following working areas for the coming four years:

- Information exchange. Further elaboration of market rules for DSO and unbundling.
- Market rules for ESCOs, Suppliers, TSO and DSOs. Neutrality of DSOs and unbundling  
Energy efficiency such as micro-production and demand response

*Task 1.8: Arrange workshops to facilitate harmonised implementation of NordREG recommendations*

Fall 2013 Retail Market WG identified the need for a closer cooperation on the implementation of the NordREG recommendations. The establishment of thematic workshops was regarded a useful tool. The workshops function was to act as an arena where the National Regulatory Authority (NRA)

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<sup>5</sup> NordREG, report 4/2013, Harmonized model for supplier switching

<sup>6</sup> NordREG, report 2014, Framework for a harmonized moving process

could share best practice, contribute with additional expertise, and prevent national development to diverging from the Nordic approach.

The first workshop was arranged in Copenhagen late 2013 on the subject of combined billing. The object of the workshop was to look into more detailed issues and share information of the legislative process between countries at different stages of developing/implementing combined billing solutions. In addition to the regulators the workshop was attended by the Danish TSO.

The second workshop was arranged on the topic of NPIs/Datahubs. It was arranged in Stockholm. The goal of the workshop was that that Danish and Norwegian Datahub projects shared their experiences with the ongoing Swedish Datahub investigation. In addition to the regulators the Danish, Norwegian and Swedish TSO were present at the workshop.

Retail Market WG will continue to arrange workshops as the need arises.

### **Other NordREG activities**

Upgrade NordREG webpage

Stakeholders have expressed an interest of knowing more about the ongoing projects through NordREG's webpage. This would help the stakeholders plan their resources so that they are able to participate in NordREG's work in an efficient way. NordREG has begun the work of making the webpage a place for information for ongoing projects during the spring of 2014 and is expected to be done by late fall 2014.

European context

NordREG has been asked by ACER<sup>7</sup> to contribute to this this year's market monitoring report so there will be a text on the work done so far.

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<sup>7</sup> Agency for the Cooperation of Energy Regulators